

Medicaid Waiver Application Processing and Redeterminations Frequently Asked Questions (FAQs)

The Developmental Disabilities Administration (DDA) facilitated a conversation between Coordinators of Community Services (CCSs) and the Eligibility Determination Division (EDD) to answer questions related to Medicaid Waiver Application Processing and Redeterminations. Below are the questions and responses of that conversation.

1. *Please provide detail as to why Eligibility Determination Division (EDD) caseworkers are sending redetermination packets out one month later than normal. How will Coordinators of Community Services (CCSs) be informed which redeterminations were delayed?*

- All redeterminations are delayed due to the federal Public Health Emergency (PHE). Redetermination letters are being sent out by the Client Automated Resources and Eligibility System (CARES) and the Eligibility and Enrollment (E&E) system, and not Eligibility Determination Division (EDD) caseworkers. The Eligibility systems have pushed out the certification end date in three month increments which causes the redetermination letters to be sent out with dates that do not match what is in LTSSMaryland.

2. *Why hasn't the current enrollment date been updated by the Eligibility Determination Division (EDD)? This affects Coordinators of Community Services' (CCSs) alerts for redetermination?*

- Eligibility Determination Division (EDD) caseworkers should update the redetermination date in LTSSMaryland when they process a redetermination application. Eligibility Determination Division (EDD) Supervisors will remind Eligibility Determination Division (EDD) caseworkers to update the certification date in LTSSMaryland so that it matches the certification date in the Client Automated Resources and Eligibility System (CARES) or Eligibility and Enrollment (E&E) system, once the redetermination has been completed.



3. How will the Coordinators of Community Services (CCSs) know what the redetermination dates are?

- The Client Automated Resources and Eligibility System (CARES) and Eligibility and Enrollment (E&E) System have pushed all certification dates back in three month increments, causing a discrepancy between the certification date in *LTSSMaryland* and the date in the Eligibility systems. Coordinators of Community Services (CCSs) should use the certification date listed on the redetermination letter when determining an accurate certification date.
- When the Eligibility Determination Division (EDD) caseworker receives and processes the redetermination application, they will update the certification date in *LTSSMaryland* so that it matches the certification date in the Client Automated Resources and Eligibility System (CARES) or the Eligibility and Enrollment (E&E) system. This will be done so that next year, there will be no discrepancies or confusion around when redetermination packets are due.

4. Do you have a specific point person assigned to process Family Support Waiver (FSW), Community Supports Waiver (CSW) and Community Pathways Waiver (CPW) packets?

- When the Eligibility Determination Division (EDD) receives a new Medicaid Waiver Application, it is forwarded to the appropriate Eligibility Determination Division (EDD) Supervisor. Family Supports Waiver (FSW) and Community Supports Waiver (CSW) applications are forwarded to Patrese Miller and Community Pathways Waiver (CPW) applications are forwarded to Carolyn Cornish.
- Once received, Eligibility Determination Division (EDD) Supervisors will assign the Medicaid Waiver application to an Eligibility Determination Division (EDD) caseworker. Each Eligibility Determination Division (EDD) caseworker has an assigned caseload and will be the point person for their caseload. The caseworker assignment and their contact information is noted in *LTSSMaryland*.

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5. Why are Eligibility Determination Division (EDD) letters not uploaded to the LTSSMaryland system? Why isn't the client record updated when the redetermination is completed?

- All redetermination Eligibility letters can be found in LTSSMaryland. The Eligibility letters for redeterminations completed in the Eligibility and Enrollment (E&E) system are automatically uploaded into LTSSMaryland. Eligibility Determination Division (EDD) caseworkers create the Eligibility letters in LTSSMaryland, when processing a redetermination in the Client Automated Resources and Eligibility System (CARES).
- Once an Eligibility Determination Division (EDD) caseworker completes a redetermination, they will update the certification end date in LTSSMaryland so that it matches the redetermination in the Client Automated Resources and Eligibility System (CARES) or Eligibility and Enrollment (E&E) system. This will eliminate discrepancies and confusion with redetermination dates in the future.
- Please note, the Eligibility system is being transitioned from Client Automated Resources and Eligibility System (CARES) to the new Eligibility and Enrollment (E&E) system. When the transition to Eligibility and Enrollment (E&E) system is completed, all eligibility letters will be uploaded into LTSSMaryland by the Eligibility and Enrollment (E&E) system. Currently, the following counties have transitioned to the Eligibility and Enrollment (E&E) system: Alleghany, Anne Arundel, Calvert, Charles, Dorchester, Frederick, Garret, Howard, Kent, Prince Georges, St. Mary's, Talbot and Washington.

6. Why do the families/individuals receive redetermination letters after the redetermination is due?

- Redetermination letters are sent out by the Client Automated Resources and Eligibility System (CARES) and Eligibility and Enrollment (E&E) system, not Eligibility Determination Division (EDD) caseworkers. Some individuals/families have received their redetermination letters late because the Eligibility systems have pushed out the certification

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end date in three month increments due to the federal Public Health Emergency (PHE). This has caused a discrepancy in redetermination dates. When the Eligibility Determination Division (EDD) caseworker receives and processes the redetermination application, they will update the certification date in LTSS*Maryland* so that it matches the certification date in the Client Automated Resources and Eligibility System (CARES) or Eligibility and Enrollment (E&E) system.

7. If Coordinators of Community Services (CCSs) reach out to a family/provider after receiving a 60/90-day redetermination alert, and the family has not received an application from Eligibility Determination Division (EDD), should the Coordinators of Community Services (CCSs) wait for the family/provider to receive the redetermination application or should the Coordinators of Community Services (CCSs) send a redetermination application themselves?

- Please note, redetermination packets are sent out by the Client Automated Resources and Eligibility System (CARES) or Eligibility and Enrollment (E&E) system and not Eligibility Determination Division (EDD) caseworkers. If a Coordinator of Community Services (CCS) receives a 60/90-day redetermination alert, but the family/provider has not received a redetermination packet, then the Coordinator of Community Services (CCS) can share the redetermination application with the family/provider to move the redetermination process forward.
- For the most up to date version of the Medicaid Waiver Redetermination Application, please visit this [link](#).

8. What is the timeline for the Eligibility Determination Division (EDD) to review packets?

- New Medicaid Waiver applications are reviewed and completed in 45 calendar days, if the supporting financial documents and Authorization to Participate (ATP) form are readily available to the Eligibility Determination Division (EDD) caseworker. If the Eligibility Determination Division (EDD) caseworker does not have all of the necessary documentation or they are waiting on an Authorization to Participate (ATP), then it could take longer.

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- Please note, Eligibility Determination Division (EDD) cannot deny a Medicaid Waiver application for being expired after 6 months, due to the federal Public Health Emergency (PHE). This has impacted the processing timeframe.
- Redeterminations are reviewed and completed within 30 calendar days, if all of the information needed to complete the redetermination is provided. If the Eligibility Determination Division (EDD) caseworker has to request additional information to be submitted, then the processing time will be longer. Please note, participants cannot be disenrolled from a Waiver Program for not submitting their financial documentation, due to the federal Public Health Emergency (PHE).

9. *What is the process for the Transition Youths (TYs) who are transitioning from the Autism Waiver to a Developmental Disabilities Administration (DDA) Waiver program?*

- The process for a Transitioning Youth (TY) that is in the Autism Waiver to be enrolled into a Developmental Disabilities Administration (DDA) Waiver Program is as follows:
 - An individual expresses interest in a Developmental Disabilities Administration (DDA) Waiver Program. Coordinator of Community Services (CCS) meets with the individual and team to submit the Developmental Disabilities Administration (DDA) Waiver Application Packet.
 - Developmental Disabilities Administration (DDA) processes the Developmental Disabilities Administration (DDA) Waiver Application Packet and Eligibility Determination Division (EDD) processes the Medicaid Waiver Application process.
 - An individual shares with the Coordinator of Community Services (CCS) and the Autism Waiver case manager the desired date to transition from the Autism Waiver program to the Developmental Disabilities Administration (DDA) Waiver Program.
 - The Coordinator of Community Services (CCS) and Autism case manager share this information with the Developmental Disabilities Administration (DDA) Regional Office and Maryland State Department of Education (MSDE) respectively.

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- Maryland State Department of Education (MSDE) submits a Notice of Case Activity (NOCA) to Eligibility Determination Division (EDD) with the desired end date for Autism Waiver services.
 - The Developmental Disabilities Administration (DDA) submits an Authorization to Participate (ATP) form to Eligibility Determination Division (EDD) with the desired effective date for Developmental Disabilities Administration (DDA) Waiver services.
 - Eligibility Determination Division (EDD) processes the Notice of Case Activity (NOCA) and Authorization to Participate (ATP). Eligibility Determination Division (EDD) sends letters to the individual indicating they have been disenrolled from the Autism Waiver and enrolled in the Developmental Disabilities Administration (DDA) Waiver program.
- If a Coordinator of Community Services (CCS) finds that an individual's Medicaid Waiver Application has not been processed in a timely manner, they should contact Jackie Dunphy at jackie.dunphy@maryland.gov.

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